

*Your LINK for improving health and social care
Your future local HealthWatch*

15 June 2011



a LOCAL INVOLVEMENT NETWORK

**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 15 June 2011 from 10.00am – 1.00pm
Main Hall, Maidstone Community Support Centre,
39-48 Marsham Street, Maidstone ME14 1HH**

Present – Kent LINK Governors:

John Ashelford
Mark Fittock
John Fletcher – Chairman
John Holloway
Cate Jackson
Bose Johnson
Roger Kendall
Rob Woolley

Present

Ray Harris – Kent LINK Priorities Panel

In attendance:

Alex Burnand, Contracts Manager, Kent County Council (KCC)
Deoduth Bolah, Rethink

Jane Williamson – KMN Finance and HR Director, Kent & Medway Networks (KMN)
Heather Wells – LINK Lead Project Development Worker, KMN
Richard Beckwith - LINK HealthWatch Support Worker, KMN
Rebecca Barraclough - LINK Youth Project Development Worker, KMN
Steph Moir – LINK Groups' Support Worker, KMN – minute taker

Opening of meeting

1. **Apologies for absence** were received from, Kent LINK Governors: Sally Keverne, Stanley Richardson, David Swaffer and Junetta Whorwell and for Kent LINK Priorities Panel, Lyn Gallimore.
2. **Declarations of interest** – there were no declarations of interest.

3. Any other business

3.1. Cate Jackson asked how an issue regarding building regulations not being user friendly to paraplegic groups could be brought to the LINK's attention. John Fletcher advised, as with all issues, they should be sent to the Priorities Panel.

Action: Cate Jackson

3.2. Bose Johnson raised the issue on the number of emails and duplication emails received from the Kent LINK and asked if these could be reduced and distributed on a 'need to know basis'. John Fletcher confirmed to Bose Johnson that she can contact the KMN office and ask to be removed from the general email distribution list, however there is a danger of missing vital information. Jane Williamson apologised for duplication of emails and confirmed the KMN office receive around 500 emails daily. Jane confirmed she will speak to Janine Judd concerning email distribution to ascertain whether it is possible to ensure that recipients only receive one copy of any given item.

Action: Jane Williamson

4. Minutes of the last meeting held on Wednesday 18 May 2011

4.1. Accuracy

i. Item 3 – It was asked whether the information contained in the minutes had been sent to Elaine Biddle for factual correction prior to distribution. Governors requested the notes be sent to Elaine Biddle for confirmation of accuracy.

Action: Steph Moir

ii. Item 5.2.ii – It was requested that the word 'relevant' be inserted to the following sentence. "Brenda confirmed that a statement concerning car sharing to Kent LINK events has been added to all relevant LINK correspondence and that Kent LINK are providing a facility to help with this, and take no responsibility".

Action: Steph Moir

iii. Ray Harris requested clarification as to what correspondence can be sent out from Priorities Panel members. John Fletcher confirmed that correspondence may be sent from panel members providing agreement has been received from the Chairperson and other group members, however it must be on the appropriate headed paper and sent via the KMN office.

4.2. Matters Arising

i. Cate attended the Kent Community Health NHS Trust board meeting as a member of the public at the request of Kent LINK. Cate stated that, at the end of the meeting, she offered Kent LINK assistance to the Interim Director of Nursing with two projects to be undertaken by the Trust. The first concerns the engagement of seldom heard / hard to reach communities and the second, the intended two fold work with patient personalisation, concerning carers for the patient on leaving hospital and also support for carers who are staff and in a personal caring position.

Items for decision / action

5. Governors Terms of Office and Roles

5.1. John Fletcher asked for agreement that the 5 Governors who's Terms of Office is due to expire in October 2011 be extended to July 2012 in unison with the other Governors. After discussion, it was **AGREED** by majority vote that the Terms of Office be extended to July 2012. It was **AGREED** that any Governor not wanting to extend their Term of Office further than October 2011 should contact the KMN office as soon as possible.

Action: All Governors

5.2. Rob Woolley suggested the starting date of appointments for Governors and Priorities Panel members be added to the Terms of Office document.

Action: Steph Moir / Brenda O'Neill

5.3. Bose Johnson requested that a reminder be sent to Governors two months prior to their governor role ending.

Action: Steph Moir

5.4. Rob Woolley suggested that the Kent LINK Terms of Reference be revised and updated on the Kent LINK website. Terms of Reference to be resent to Governors.

Action: Steph Moir / Brenda O'Neill

5.5. John Ashelford commented that the Kent LINK needed to recruit more Governors at the forthcoming selection event in order to fill existing vacancies.

5.6. It was **AGREED** that written portfolio roles which clearly state the work involved should be ready for the forthcoming selection event.

6. NALM Membership

6.1. It was **AGREED** that NALM Membership should be renewed as the information received proves very informative. Roger Kendall queried the costing of the NALM membership. Steph Moir to confirm costs.

Action: Steph Moir

7. LINK Financial Report - Budget Sub Group meeting – 9 June 2011

The minutes of the Budget Sub Group meeting were tabled including recommended changes to project budgets. Jane Williamson confirmed that all Project Leads had been informed of the changes.

7.1. Cate Jackson raised concern that the Training and Supervision of Care Assistance project budget had been reduced dramatically. Heather Wells reassured Cate that all projects were reviewed and that budgets were adjusted in relation to the money available for the current financial year.

John Fletcher suggested that Cate Jackson continue with her project plans. Further adjustment would be considered in the future should it become necessary.

- 7.2. Roger Kendall confirmed to Governors that there will be a transfer of £90k to Kent County Council to fund the KCC HealthWatch Development Group. Tish Gailey confirmed that the £90k is to be transferred to Kent County Council as there was a large uncommitted underspend. The options available were to reduce the monthly payments to the LINK or to take one full payment. It was confirmed that one full payment will be made to Kent County Council.
- 7.3. Tish Gailey confirmed that all decisions on funds spent from the HealthWatch Development fund will be agreed by both Kent County Council and Kent LINK. Tish Gailey confirmed that Lorraine Denoris will be part of the HealthWatch Development Group and Tish Gailey will be on the HealthWatch Task Group.
- 7.4. Roger Kendall advised that the Budget Sub Group had agreed to meet quarterly instead of monthly, however all Governors would still receive financial reports on a monthly basis with their Governors papers.
- 7.5. Jane Williamson confirmed that Kent and Medway Networks staff have begun the process of recording time spent on projects.
- 7.6. Rob Woolley questioned why Lead Governors had been present during a contract negotiation meeting between Kent and Medway Networks and Kent County Council and why, if such Governors were representing the LINK, a report pertaining to the meeting had not been submitted. Jane Williamson confirmed that Lead Governors had been invited as the negotiations impacted on the current LINK underspend. Normally Lead Governors only contribute to such meetings when Governors' feedback on the Host's performance is required.
- 7.7. The minutes of the Budget Sub Group were **AGREED**.
8. **Draft Minutes and feedback from LINK Annual Meeting on 19 May 2011**
- 8.1. Item 3.1. **Annual Report** – *amendment in the update section for the Transport for Health Working Group (THWG) was submitted as there is now a once an hour bus service from Shepway to the Kent & Canterbury Hospital and a bus service runs from just one park and ride facility to that hospital* – It was requested this information to be checked for accuracy. **Action: Louise Murrell**
- 8.2. Item 5.1.4 – **LINK's Annual Work Programme 2011 / 2012. Details of hospital visits being carried out as part of the Outpatients Project were requested.** Jane Williamson confirmed this was a question raised from the floor at the annual meeting and due to the project involving unannounced visits, it was not suitable to speak of venues and dates at the meeting.
- 8.3. Item 5.2.7 – It was announced at the Annual Meeting that Lorraine Denoris, Director of Citizen Engagement and Communications for the PCT had been assigned to the Department of Health one day a week to assist in setting up HealthWatch England. Lorraine has offered to personally keep the LINK up to date with progress and offer any guidance to the LINK during the transition period. The Governors expressed gratitude for Lorraine Denoris' offer of keeping them updated on HealthWatch developments locally and nationally as they progress.

Action: Louise Murrell

8.4. The Analysis of the feedback was noted by the Governors.

8.5. Bose Johnson commended John Fletcher for his facilitating of the Kent LINK annual meeting.

9. Consultation

9.1. Maternity Services in East Kent

- i. It was requested a clearer definition of the maternity proposal be provided to the Governors to define more clearly the work required of the Governors as no option could be agreed.

Action: Louise Murrell

9.2. Kent County Council – Changes in charges for adult social care

- i. Cate Jackson referred to the Kent County Council consultation paper and stated it was not clear. It was **AGREED** Cate Jackson write a robust critique response to Kent County Council with her comments and a request feedback on the concerns raised.

Action: Cate Jackson

9.3. General

Governors **AGREED** that all consultations should be distributed by the usual methods by the Kent and Medway Networks office allowing participants to contribute if they so wish. On some occasions there may be consultations on important topics that will need to be evaluated to ascertain whether they warrant a specific LINK response. It was **AGREED** each case would be evaluated and taken on its merit. Jane Williamson reminded Governors that the remit of the Kent LINK is to ensure participants have the opportunity to comment on consultations when they arise. If it is an external consultation then the contact details could be those of the instigators of the consultation (not Kent LINK or Kent and Medway Networks).

i.

10. KCC – Local HealthWatch Development Group

10.1. Tish Gailey confirmed what parties will be involved in the Local HealthWatch Development Group. Kent County Council: Tish Gailey, Lead HealthWatch Development, Alex Burnand, Contracts Manager, Paul Wickenden, Linda Longhurst, Julie Van Ruyckevelt. KMN: Brenda O'Neill and Richard Beckwith. It was proposed 3 additional positions be filled with Kent LINK Governors. Confirmation of candidates and contact details be provided to Tish Gailey.

Action: Jane Williamson

10.2. Tish Gailey confirmed the group has an agenda item scheduled for the next meeting to discuss membership on the board and **AGREED** to prepare the Terms of Reference, membership and the remit of the group.

At this point Tish Gailey left the meeting.

10.3. Following the discussion on the HealthWatch Development Group, it was **AGREED** Cate Jackson, Roger Kendall and John Ashelford be appointed to represent the Kent LINK. Jane Williamson to confirm names and contact details to Tish Gailey.

10.4. It was suggested that the 3 Governors involved in the HealthWatch Development Group ensure that any correspondence that is sent direct to them concerning the transition be disseminated to Kent & Medway Networks Ltd.

11. Kent LINK HealthWatch Transition Group

The Kent LINK HealthWatch Transition Group is a LINK group formed to advise and help the members of the HealthWatch Development Group. It will generate the LINK view on matters that concern the transition.

11.1. Richard Beckwith proposed that 3 Kent LINK representatives, 1 Medway LINK representative be involved in the Transition Group

11.2. It was **AGREED** that Roger Kendall would be the Lead on the Kent LINK HealthWatch Transition Group and would take the responsibility of forming the group.

Action: Roger Kendall

11.3. It was **AGREED** participants be given the opportunity to be involved in the HealthWatch Transition Group. It was **AGREED** no more than 5 positions are available in this group.

Action: Jane Williamson and Richard Beckwith

12. External Representative Co-ordinator

12.1. John Fletcher requested a volunteer to take on the External Representative Co-ordinator role. There were no volunteers and it was suggested John Gallimore be approached for this role.

Action: John Fletcher

13. Response to NHS Futures from Tunbridge Wells Community Engagement Event – March 2011

13.1. It was **AGREED** no action to be taken by the Kent LINK.

14. September Community Engagement Event Planning

14.1. Heather Wells confirmed the topic for the Community Engagement Event in September will be on Mental Health and the meeting will be held in Sittingbourne.

15. LINK Priorities Panel

15.1. Ray Harris provided an update from the Priorities Panel meeting held on 25 May 2011. Cate Jackson questioned her role at the Priorities Panel meetings. John Fletcher confirmed that her role is to represent the Governors and to liaise between both groups and provide updates. It was also agreed that changes in the Priorities Panel and the attendance of the Chairperson of the Panel at the Governors Group made the role less important. Governors decided that representation of a Governor on the Priorities Panel was no longer necessary.

Items for discussion

16. Health Overview and Scrutiny Committee Meeting – 10 June 2011

16.1. In response to a letter from Nick Chard, KCC Overview and Scrutiny Committee, it was **AGREED** that the Kent LINKs future priorities would include both policy and overview and scrutiny. John Fletcher to write to Nick Chard with these comments.

Action: John Fletcher

17. Project Updates reports

17.1. Rebecca Barraclough confirmed Governors' had **AGREED** 3 recommendations for the Youth Project prior to the meeting via email correspondence. These were:

- Training young people
- Holding a youth community engagement event in West Kent
- Developing digital engagement

Three recommendations were queried but were agreed at the meeting. These were:

- Working with schools
- Creating a youth forum
- Working with other links

17.2. Project Updates received and noted

18. LINK PR and Publicity Update

18.1. John Ashelford reported that he was receiving almost weekly calls from the BBC Radio Kent and Kent on Saturday / Sunday (KoS), and other newspaper contacts to seek views, and contribute live or send hard copy on various health issues. The latest requests related to Sheppey's MIU closures and the recent proposed changes in the Government's health reforms. KoS is now planning to run a feature article on community hospitals to which John has been invited to contribute.

18.2. John feels the LINK's profile has risen and that it is now seen by the media as a regular contributor on Kent health issues. The status of the LINK has also been favourably mentioned in the Board Minutes of NHS bodies, and in the formal acknowledgements to the LINK's Quality Accounts Reports. He also feels that the LINK is now better recognised as having the status and authority to ask questions of NHS Trusts.

18.3. As a result of recent issues around services in Sheppey and Swale, a local community meeting will be arranged by Cate Boland. John Ashelford has agreed to prepare a joint press release with Kent Community Health NHS Trust following the meeting.

18.4. The Kent LINK is working closely with Medway LINK both in terms of media response and on matters such as Quality Accounts, they share Trusts and population overlap.

19. Reports of external meetings

19.1. Reports received and noted.

20. **Any other business** – taken at the start of the meeting.

Items for information / noting

21. **Diversity Information** - noted.

22. **Kent LINK website hits** - noted.

23. **Complaints and compliments** - tabled.

24. **Date of next meeting - AGREED:** Wednesday, 20 July 2011 from 10.00am until 1.00pm, Lenham Community Centre, the Osborne Room, Groom Way, Lenham, Kent ME17 2QT.

****end of draft minutes****

*Steph Moir
LINK Groups' Support Worker
June 2011*